

2009-2010 YOUNG ADULT INTERNSHIP PROGRAM PARTICIPANT HANDBOOK



Government of the District of Columbia
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WELCOME

Welcome to the **2009 -2010 Young Adult Internship Program (YAIP)**. The program is filled with new experiences and opportunities that will be exciting, engaging, and empowering. The Young Adult Internship Program is designed to provide District young adults with an opportunity to work and learn necessary skills, work habits, and attitudes to succeed in today's workplace. As a participant in the program, you will have an opportunity to make a difference in your community, learn, improve work readiness skills, build a network, and earn money.

READ THIS MANUAL CAREFULLY. It will provide you with important information on the program, its rules and payment procedures, and your roles and responsibilities as a YAIP participant, and whom you should contact to answer questions, resolve issues, and get other helpful advice and resources.

While in the program, you will be expected to follow all the established rules and regulations set forth in this manual and as instructed by your worksite supervisor. Take full advantage of the opportunities that are presented to you through this program and have a productive work experience.

GENERAL INFORMATION

The Young Adult Internship Program (YAIP) is a new initiative designed to assist eligible young adults by providing invaluable experiences that can help prepare them for the 21st Century workforce. The Young Adult Internship Program is funded by the American Recovery and Reinvestment Act (ARRA) which is administered by the DC Department of Employment Services, Office of Youth Programs. This employment and training program allows five hundred underserved District youth, ages 18-24, to gain practical work experience at a designated worksite, while earning the District minimum wage. YAIP provides an array of enrichment experiences. In addition to on-the-job experience, participants will be scheduled to attend a weekly work readiness workshop scheduled by the Office of Youth Programs. Participants will be attending training classes promoting life-skill development, work readiness skills, financial literacy, critical thinking and problem solving skills. Participants will have a chance to build their resumes, meet adult mentors, and explore careers and organizations.

PROGRAM OBJECTIVES

The goal of the 2009 - 2010 Young Adult Internship Program is to introduce young adults to work skills and proper work ethics through meaningful professional work experiences. It is designed to:

- Provide meaningful, structured work experiences and career exposure.
- Ensure young adults develop useful work habits and marketable skills to increase their opportunities for employment.
- Make young adults learn the value of earning money through gainful employment.
- Assist young adults in pursuing educational enrichment endeavors.
- Provide resources to transition into GED program or post-secondary education, if needed.
- Provide networking opportunities and create an ongoing network between YAIP participants, YAIP alumni, local businesses, and district government agencies.

PROGRAM ORIENTATION

The goal of the 2009 – 2010 Young Adult Internship Program Orientation is to provide an engaging, effective, and empowering week of training that will prepare the young adults to transition to their assigned worksite.

Participant Orientation will occur on a rolling basis throughout November and December 2009. Participants will be divided into cohorts and will attend their designated Orientation with their assigned cohort. The Orientation dates for the various cohorts are as follow:

- Cohort 1: November 9 – November 13
- Cohort 2: November 30 – December 4
- Cohort 3: December 7 – December 11
- Cohort 4: December 14 – December 18

■ Time

- During their assigned Orientation week, young adults will be required to attend Orientation Monday – Friday from 9am – 2:30pm.
- Participants will receive a 30 minute lunch break.

■ Attire

- Youth will be required to dress in business attire each day.

■ Workshops

- Youth will participate in a series of enrichment workshops that will provide them with skills to effectively transition into the workforce.
- The workshops include, but aren't limited to the following topics
 - ☐ Life skills
 - ☐ Communication skills
 - ☐ Work readiness and etiquette
 - ☐ Goal setting
 - ☐ Financial literacy

■ Individual Service Strategy (ISS)

- During the week of Orientation, participants will complete their initial ISS with their Case Manager.

■ Certification of Completion

- All youth who successfully complete the 4- day Orientation period will be presented with a Certificate of Completion.

YOUR ROLE AS A YAIP PARTICIPANT

As a participant in the Young Adult Internship Program, you must obey the rules and regulations set forth by the D.C. Department of Employment Services Office of Youth Programs as well as your assigned worksite. All participants must:

- 1) Successfully complete a four-day Orientation period.
- 2) Complete an Individual Service Strategy (ISS) with assigned Case Manager.
- 3) Know your assigned work hours and arrive to work on time each day.
- 4) Contact your supervisor before you are going to be absent or late.
- 5) Punch in and out according to the time you have worked so that you are appropriately compensated.
- 6) Dress appropriately for your work environment.
- 7) Remain actively engaged in assigned tasks.
- 8) Ask your supervisor for additional instructions when you have completed an assignment.
- 9) Know your supervisor's name and telephone number(s) and the office in which he/she works.
- 10) Demonstrate an interest and commitment to the program.
- 11) Exhibit positive work habits.
- 12) Listen, pay attention, and follow directions.
- 13) Do your best at all times and ask questions when in doubt.

2009 -2010 Young Adult Internship Program
PARTICIPANT RESPONSIBILITY CONTRACT

I, _____, hereby understand and acknowledge that as a participant in the 2009-2010 Young Adult Internship Program it is my responsibility to comply with all rules and regulations stipulated, adopted, or recognized by the Department of Employment Services, Office of Youth Programs.

By signing below, I acknowledge I have read and am fully aware of my role as a participant in the Young Adult Internship Program and voluntarily agree to abide by the rules set forth by the program.

Participant Name (Printed)

Participant Signature

Date

ROLE OF THE WORKSITE SUPERVISOR

Worksite supervisors are regular employees of the business or organization where you are assigned. Your site supervisor will:

- Check your identification to verify your identity on the first day.
- Ensure that time and attendance procedures are correctly followed and that time is entered into the online system in a timely manner and approved on the date provided by the program.
- Provide the appropriate supervision and training to participants..
- Work with you and the Office of Youth Programs to resolve problems that may arise.

During your first week of the program, your supervisor will inform you of the:

- Required hours of work.
- Regulations of the worksite, as they apply to the youth worker.
- Time and length of breaks.
- Name and telephone number of person(s) to notify when you will be late or absent.
- Safety procedures and person(s) to whom accidents are to be reported.
- Your responsibilities, including the criteria by which your work aptitude and attitude will be evaluated.

ROLE OF THE CASE MANAGER

Each participant in the Young Adult Internship Program is assigned a Case Manager. The role of the Case Manager is to:

- Empower participants to become self-supporting, while assisting them to identify their basic needs and overcome their barriers to education or employment.
- Deliver effective services that facilitate positive growth and development of participant.
- Assist participant in achieving their personal and professional goals.
- Monitor participant worksite.
- Evaluate participant's progress at worksite.
- Update ISS on a continuous basis to reflect youth development and needs.

ATTENDANCE

All participants will be required to clock in and out using the time and attendance system. In the event that you forget to punch in or out, please notify your supervisor immediately. You are expected to report for work on time each day. In the event that you will be late or absent, you **MUST** call your onsite supervisor before the start of the work day or as soon as possible.

If for any reason you must be away from the worksite for any period of time, you must inform your worksite supervisor as soon as possible. You will only be paid for the time that you actually work on the job. If you are absent from work, you will not be paid.

*****YOU WILL NOT BE PAID FOR HOLIDAYS OR DAYS YOU DID NOT WORK*****

DISCIPLINARY AND/OR TERMINATION PROCEDURES

In the event that issues or problems with your supervisor arise on the job, you are encouraged to discuss and resolve problems initially; however, if after the discussion, no progress has been made, please contact your Case Manager and/or the Office of Youth Programs for assistance.

Here are a few guidelines for unacceptable behavior. Please note this list is not exhaustive and the consequences in all cases should be dictated by the severity of the behavior. The following actions/behaviors may result in your immediate removal/termination from the program:

- **Possession of alcohol, drugs or weapons:** The possession, sale, or use of illegal drugs or alcohol while on the job.
- **Assault, or threats of bodily harm:** Disruptive behavior, fighting, physical or verbal assaults, or any act that endangers co-workers' well-being.
- **Falsifying documents:** Falsifying time records or those of other youth; signing another intern's time record; any attempt to pickup and/or use another youth worker's debit card or personal identification number (PIN).
- **Theft:** Stealing property from the worksite, employees, or other youth workers.
- **Insubordination:** Refusal to adhere to the program's, or the worksite's, rules and regulations.
- **Harassment:** Verbal, sexual, or physical— these could lead to legal action.

GRIEVANCE PROCEDURE

The Young Adult Internship Program provides a process by which the complaints or grievances of youth workers may be impartially aired and addressed. The Department of Employment Services is an equal opportunity employer and prohibits discrimination on the basis of race, color, religion, sex, national origin, age, disability, political affiliation or belief, citizenship, or participation in programs funded under the Workforce Investment Act of 1998, Title I and the Youth Employment Act of 1979 as amended. Auxiliary aides and services are available upon request to individuals with disabilities.

Program participants are protected by the D.C. Human Rights Act of 1977. Youth workers who believe that their EEO rights have been violated or that they have been unfairly treated should be advised to follow the procedures outlined below.

- STEP 1:** Discuss the issue with their Worksite Supervisor
- STEP 2:** If resolution is not evident at that level, the Worksite Supervisor should contact the Host Representative and schedule a meeting with the participant.
- STEP 3:** If the resolution is still not evident, then the Host Representative is to schedule the participant to visit the Department of Employment Services, Office of Youth Programs Service Center.
- STEP 4:** If the grievance is not resolvable at the Service Center level, the youth worker or the Youth Service Center Representative may request an informal hearing with the Department of Employment Services' EEO Officer.

HARASSMENT, HOSTILE WORK ENVIRONMENT AND DISCRIMINATION POLICIES AND PROCEDURES

It is the policy of the Office of Youth Programs that all participants have a right to work in an environment free of discrimination and unlawful harassment. The Office of Youth Programs maintains a strict policy prohibiting discrimination, sexual harassment and harassment because of race, national origin, sexual orientation, physical or mental disability, age, gender, marital status, military status, religion, political affiliation or any other basis protected by federal, state or local law or regulation. Any and all such harassment or discrimination is unlawful. Unlawful harassment in any form, including verbal, physical and visual conduct, threats, demands and retaliation is prohibited.

“Harassment” includes, but is not limited to,:

- Verbal conduct such as epithets, derogatory comments, slurs, unwanted sexual advances, invitations, or comments
- Visual conduct such as derogatory posters, photographs, cartoons, drawings, or gestures
- Physical conduct such as assault, unwanted touching, blocking normal movement, or interfer-

ing with work directed at an employee because of the employee's sex or race or any other protected basis

- Threats or demands to submit to sexual requests in order to keep a job or avoid some other loss, and offers of job benefits in return for sexual favors
- Retaliation for having reported or threatened to report harassment.

SEXUAL HARASSMENT

Sexual harassment is unwelcomed attention of a sexual nature. It is harmful and it is illegal. Sexual touching, grabbing, pinching or intentionally brushing up against someone in a sexual way are all considered harassing behavior. Obscene comments, looks, teasing, and rumors are also considered forms of harassment.

Participants in the Young Adult Internship Program are advised to be assertive and let people know when their behavior makes them uncomfortable. If a YAIP Participant believes that he/she has been sexually harassed, the following steps must be taken to rectify the situation:

- Step 1:** The participant immediately reports the incident to the Office of Youth Programs.
- Step 2:** A representative from the Office of Youth Programs will complete a preliminary report.
- Step 3:** The Office of Youth Programs notifies the appropriate EEO official.
- Step 4:** The appropriate EEO official begins an investigation. At the end of the investigation, the EEO official will prepare an investigative report for the Agency Director.
- Step 5:** If the Agency's EEO official cannot resolve the conflict within 60 days of the initial complaint, the agency refers it to the Office of Human Rights (OHR).

TIME ENTRY AND APPROVAL PROCESS

Work Hours and Pay

All participants of the 2009 Young Adult Internship Program will be paid the District minimum wage of \$8.25 per hour.

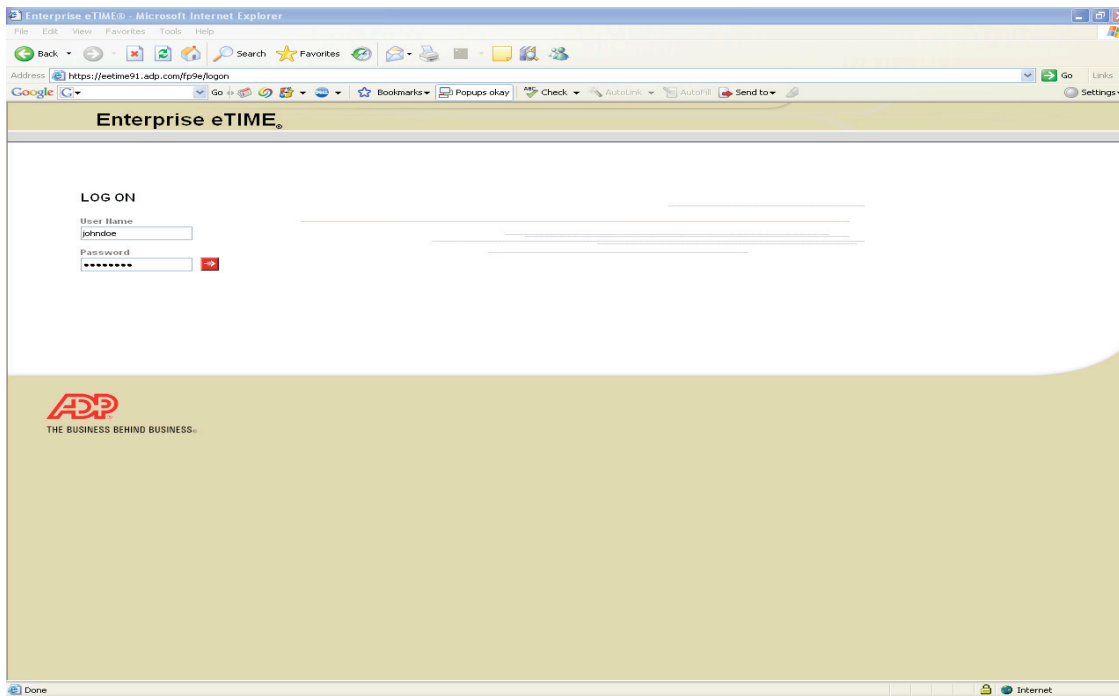
Participants will only be compensated for the time worked to the maximum number of hours they are permitted to work by program guidelines.

Participants, ages 18-24 years old, will be compensated for up to 25 hours per week, if reported to work for the entire work week.

Intern Log-in Information

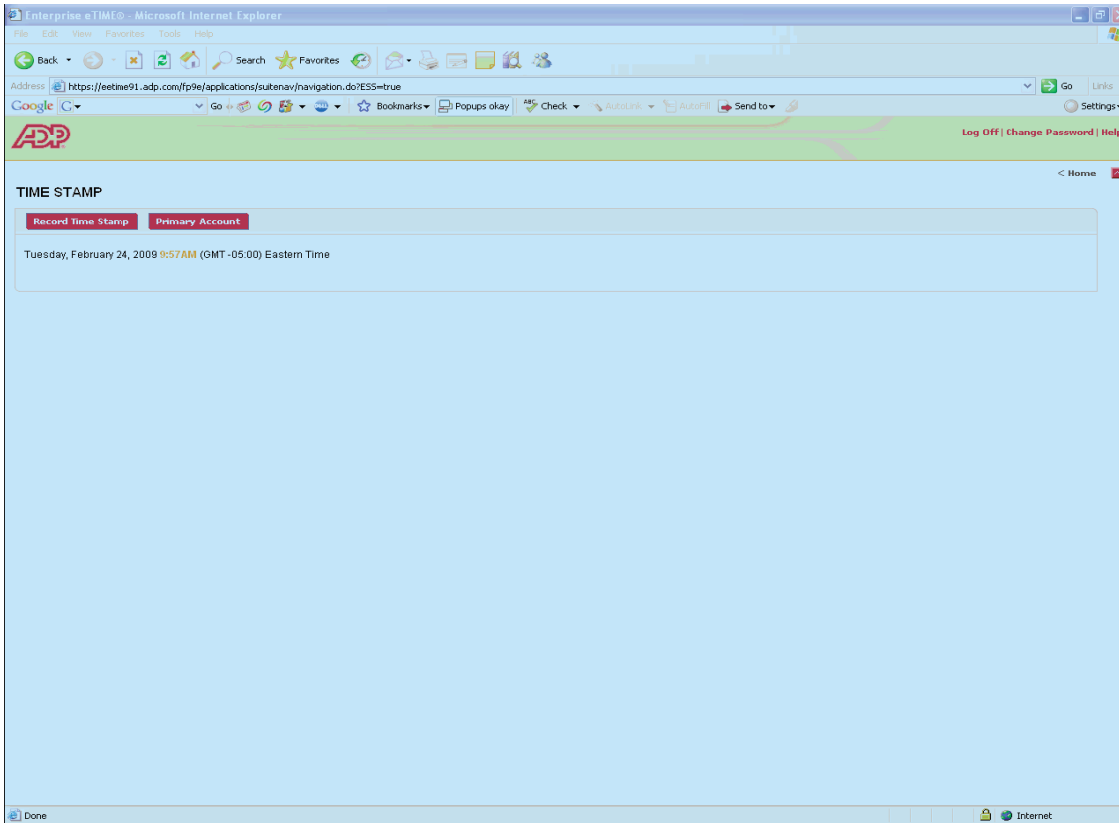
Logging in:

1. Go to <https://eetime91.adp.com/fp9e/applications/suitenav/navigation.do?ESS=true>.
Your user name is your first name and last name with no spaces. Enter all in lower case.
For example, if your name is John Doe, your username would be entered in as "johndoe".
2. The first time you log in, your password will be: "welcome".
3. You will be prompted to change your password. Please choose a password that you will easily remember.



Signing In & Out:

1. When you arrive in the morning, log into eTime.
2. Click on the option “Record Time Stamp”.
3. The system will clock you in at that time.
4. You will see the message indicating that time has been recorded at that time.



Edits/Approvals to Participants timecard:

The Worksite Supervisor(s) at each site will be responsible for reviewing employee time and attendance, marking interns, who were not in attendance, absent. In the event that participants are unable to punch in and punch out, or if there is an instance where an employee is working from another location that is not accessible to computers, the Worksite Supervisor can punch the participants in and out directly. At the end of the pay period, participants can log into eTime and view their completed timecards. They also have an opportunity to approve the timecard. Any disputes related to time should be resolved between the worker and the timekeeping supervisor and before the end of the pay period. Please note that workers will not have the ability to edit time in the system for previous days within the pay period. All edits to participant time must be made by the Worksite Supervisor.

RESOLVING PAYMENT ISSUES

It is the responsibility of the participant to keep a separate record of time worked between time periods. This will assist when payment issues arrive and will allow you to have an accurate record of expected pay amounts. If a participant has any payment issue or discrepancies with the approved time that the supervisor input into the system, the youth must follow the below guidelines:

1. Contact site supervisor and inform the supervisor of the modifications needed to your paycheck.
2. Supervisor then must submit all information necessary to DOES, if approved.
3. If youth then can not find resolution with the assigned site supervisor you may contact 311 to have your payment issue documented and a DOES representative will follow-up with the worksite supervisor to resolve payment discrepancies.

**Please note, payment issues will not be resolved unless the participant follows the proper resolution procedures.*

PAYMENT SCHEDULE

Participants will receive bi-weekly stipends according the following schedule:

| PAY PERIOD DATES | PAY DATES |
|---------------------------|-----------------------------|
| November 8 - November 21 | Friday, November 27, 2009 |
| November 22 - December 5 | Friday, December 11, 2009 |
| December 6 - December 19 | Thursday, December 24, 2009 |
| December 20 - January 2 | Friday, January 8, 2010 |
| January 3 - January 16 | Friday, January 22, 2010 |
| January 17 - January 30 | Friday, February 5, 2010 |
| January 31 - February 13 | Friday, February 19, 2010 |
| February 14 - February 27 | Friday, March 5, 2010 |
| February 28 - March 13 | Friday, March 19, 2010 |
| March 14 - March 27 | Friday, April 2, 2010 |

(Please note: dates are subject to change)

RESOURCE GUIDE

The Office of Youth Programs is committed to assuring that all young adults participating in the Young Adult Internship Program are supplied with resources necessary to successfully complete the program to the best of their ability. Below you will find professional resume/cover letter samples available to you while being a participant of the program. We encourage that you take advantage of all applicable resources.

Cover Letter and Resume Samples:

Cover Letter Sample

TEMPLATE

Your Name
Your Address
Your City, State, Zip Code
Your Phone Number
Your Email

Date

Name
Title
Organization
Address
City, State, Zip Code

Dear Mr./Ms. Last Name:

I am writing in reply to the classified ad seeking to fill the position of (Insert Position Title) for (Insert organization /company name).

The attached resume will provide you with further information about my background and education. I believe my educational background and my work related duties qualifies me for consideration for the position of (insert position). I look forward to discussing how my skills can be of value to (insert company name).

Sincerely,

Your Signature

Your Typed Name

NAME
ADDRESS
EMAIL ADDRESS
Tel: (xxx) xxx-xxxx

Objectives:

Brief description of your career goals

EX: eager to find a position as a (desired position).

EDUCATION:

High School Diploma, Banneker High School, Washington, D.C. (graduation year):

(If completed higher education course please insert here as well)

EXPERIENCE:

EX: Administrative Assistant, Johnson & Stevens, 2009

List all duties relevant to the position: (see below)

EX: Coordinator, Chedlee Community Center, 2008

Organized a local advertising drive that increased the number of elderly people coming to the center by 20%.

Organized games for people attending in the afternoon.

Escorted some of the elderly people to and from the center.

ADDITIONAL SKILLS:

Example:

Microsoft Windows XP / Vista, Microsoft Office 2003 / 2007 (Word, Excel, PowerPoint, Access).

INTERESTS:

Example:

Interests at university included organizing a charity quiz which raised \$5000. Movies and theater.